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Subject: Budget Billing

Date: Friday, May 04, 2018 12:30:58 PM

[External Email - Be careful! DO NOT open attachments or click links from unknown senders or unexpected email.]

Good afternoon. I am the manager of the Billing and Rates Department with Nashville Electric Service (NES) in TN. We are in the process of implementing C2M with an anticipated go-live in December 2019.

NES currently offers a levelized billing plan that recalculates customers' payments monthly based on a rolling 12 month average usage multiplied by the current rate. Our base rates change seasonally and we also have a monthly rate changes due to fuel cost adjustments. In addition, we have

experienced annual rate increases over the last several years. I am concerned that using the C&B budget program will not be best for our fluctuating rate structure, and I'm looking for suggestions on how to structure the program to meet our needs.

Please let me know if you have experience working with the CC&B Budget billing program and how you've avoided large and/or continuous changes in the monthly budget amounts. Specifically:

1. **How often do you run the Budget true-up and what tolerance percentage is used?**
2. **How often do you use the budget monitor and what tolerance level do you use?**
3. **Do you use a factor % to increase the budget amount beyond the recommended amount?**
4. **Have you had any issues of customer billing vs current balance being significantly different?**

Thank you in advance!

Suzanne B. Hamilton, CPA
Budget, Rates and Collections Manager
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